

Job Profile

Post:	Chief Operating Officer
Reporting to:	CEO
Responsible for:	Business development & retail manager (future role), parking operations manager, harbour operations manager (freelance), chief accountant (freelance), The Edge community activity co-ordinator (future role)
Access to:	Office & events manager, retail supervisor, operations secondees, accounts assistant, office administrator, The Rum Story retail team, plus specialist knowledge and support of retained consultants and contractors in areas such as facilities management and marketing/PR, as well as the knowledge and skills of up to nine volunteer Commissioners

Purpose

An exciting new – and unique – role for Whitehaven Harbour Commissioners (WHC) has been created to bring additional vision, leadership and direction to a small but effective team delivering the organisation's successful operations across a varied portfolio.

It includes executing many – but not necessarily all – of the requirements of a Harbour Master role in line with the Port Marine Safety Code (PMSC), supporting The Rum Story visitor attraction and retail provision, and working with the CEO to develop the rental opportunities across the estate and ensure effective delivery of the organisation's car parking strategy.

The job will also involve working closely with external support organisations that deliver many direct services around the harbour which also come under scrutiny through the PMSC and other regulations.

WHC is a not-for-profit organisation, safely managing and maintaining Whitehaven Harbour and its environs for the benefit of all. We are committed to optimising our commercial revenues in order to continually improve by reinvesting in our assets, ensuring all of those assets are managed and proactively maintained to provide a safe, sustainable and enjoyable environment and experience for all users.

At the heart of the community, we celebrate our 400-year history to drive the future and protect the legacy of this unique local institution.

We are proud of our core values. We will:

- actively listen and put people at the heart of what we do
- treat people fairly and inclusively, embracing equality and diversity
- be honest, open and transparent in our dealings with customers, colleagues and partners
- stand up and take responsibility for our actions
- provide a safe and secure environment for all
- strive for continuous improvement and a better future

There are currently two stand-out projects for WHC that our team are helping to shape and deliver.

The Rum Story Re-Imagined is being delivered in partnership with Anti Racist Cumbria and supported by a grant from The National Lottery Heritage Fund. The aim is to retell the history of The Rum Story and Whitehaven's connection to the trading and trafficking of enslaved people from Africa, resulting in a world-class, relevant and attractive visitor experience.

We also look forward to the launch of The Edge, a new-build coastal activity centre on the harbourside, with a unique and exciting purpose. The Edge is not just for outdoor activities but a multitude of uses, from community workshops to cultural events, as well as offering overnight accommodation, café facilities, changing rooms and publicly accessible toilets. It will be managed by a commercial operator who will liaise with the WHC team and partners to deliver various outputs and outcomes for the benefit of the community.

Our operation is so broad that we recognise it will be difficult to recruit someone who already has all the preferred knowledge and qualifications. Please don't let a lack of specific industry experience put you off applying. We place significant value on the right attitude and transferable skills, indeed many of our current team have joined us from outside the sector.

Please read the job description and person spec below. If you tick many, but not all, of the boxes and have a getting-things-done approach, are a strong team player, and love variety and challenge, we encourage you to apply!

Duties and responsibilities

Harbour Master and wider WHC harbour operations role

- Regulate the harbour designated as a Statutory Harbour Authority, Competent Harbour Authority and Local Lighthouse Authority in accordance with Whitehaven Harbour Commissioners' 2007 Constitution, Harbour Revision Orders and other relevant legislation and guidance as highlighted in the Port Marine Safety Code.
- Keep existing legislation under review to ensure it remains fit for purpose, reviewing new legislation and official guidance as it applies to harbour operations.
- Act as safety officer, developing and reviewing codes of conduct and guidance for staff and other harbour users and the management of the training and the development of staff.
- Work with the CEO, operations team and external delivery partners to manage, administer and develop the Port Marine Safety Code plan and Marine Safety Management System based on formal assessment of hazards and risks.
- Carry out internal, and manage external, audits.
- Ensure the CEO, volunteer Harbour Commissioners, employees and all stakeholders are kept informed of relevant safety management issues.
- Where required, chair the following committees: Operations, Harbour Users, Lighthouses, Fish Hall Tenants, Health & Safety – utilising the available admin support to ensure prompt distribution of agendas, supporting information and notes for each.
- Investigate near misses, incidents and dangerous occurrences and ensure corrective actions arising are effective and implemented, reporting back to the CEO accordingly.
- Responsible for the development, maintenance, implementation and exercise of the harbour emergency plan and oil spill response plan.
- Lead on the harbour's emergency response plan for incidents occurring within harbour limits, working with the CEO and emergency agencies as appropriate.
- Support and develop the day-to-day operational working relationship with the marina tenants, Whitehaven Marina Limited.
- Maintain and expand positive and productive relationships with all harbour users.
- Represent WHC, where relevant, at industry meetings, examples of which may include the British Ports Association and UK Harbour Masters' Association.
- Work closely with the commercial operator of The Edge, Cumbria's new coastal activity centre on the harbourside, to help ensure the exciting delivery of its purpose.

- Support WHC's events manager to develop and grow the harbour events business, while ensuring successful delivery of any event at the harbour, including robust relevant health and safety implementation.
- Ensure prudent financial management of WHC's business, working closely with the accounts team to then report to the CEO.
- Assist with the development and delivery of the Harbour 2030 Vision.
- Support the CEO in the management and delivery of capital projects around the harbour.
- Support the CEO with responding to media enquiries and general engagement.
- Deputise for the CEO in the above areas as and when required.

The Rum Story

- Effectively drive the business development & retail manager (to be recruited early 2025) and wider team to achieve The Rum Story's commercial, customer and educational objectives.
- Support the CEO to develop the long-term strategy for the development of The Rum Story vision.
- Work with the business development & retail manager and the events manager to develop and grow the events business, including relationships with current and new food & beverage providers.
- Support the business development & retail manager to ensure our retail offer is relevant, local and meeting customer needs, monitoring market trends and seizing opportunities to grow and develop the Jefferson brand.
- Help to oversee and develop the crucial relationship with The Rum Story's partner, Anti Racist Cumbria, in support of *The Rum Story Re-Imagined* project, to produce a relevant and world-class visitor experience in line with The National Lottery Heritage Fund grant agreement.
- Work with the retail team and *The Rum Story Re-Imagined* project leads to develop and improve the customer journey, ensuring the history and education is fully brought to life.
- Carry out internal, and manage external, audits in relation to The Rum Story operation.
- Ensure prudent financial management of The Rum Story business, working closely with the accounts team to then report to the CEO.
- Support the CEO in the management and delivery of capital projects around The Rum Story.
- Support the CEO, business development & retail manager, and events manager with Rum Story-related media responses where necessary.
- Deputise for the CEO in the above areas as and when required.

Car parking and rental properties

- Effectively manage the team to help drive the commercial success of car parking operations, while delivering on customer objectives.
- Help to maintain and grow the relationships with key clients and supporting agencies.
- Support the CEO in ensuring the connection and benefits of the public using WHC car parks is widely communicated and known.
- Contribute to the long-term strategy and vision for the car parking operation.
- Identify new opportunities and innovations to drive growth and implement efficiencies across the operation.
- Build and develop all relationships with tenants/leaseholders across the entire business, ensuring commercial growth, positive relationships and compliance; ensure all contract terms are met by each tenant and WHC.
- Carry out internal, and manage external, audits in relation to car parking and tenanted properties.
- Ensure prudent financial management of the car parking business and rental properties, working closely with the accounts team to then report to the CEO.
- Support the CEO in the management and delivery of capital projects around car parking and rental properties.
- Deputise for the CEO in these areas as and when required.

Person specification

Essential

- Management and leadership experience
- Commercial insight
- Business planning experience including budgeting and goal setting
- Visionary and strategic
- Exemplary communication and people skills with a collaborative approach
- Ability to develop and influence relationships with stakeholders, customers and suppliers
- Experience of working with diverse groups and individuals
- Presentation skills at Board level
- Risk management experience
- Knowledge of the Port Marine Safety Code and associated Guide to Good Practice
- Ability to effectively manage time and resources
- Comfortable with multi-tasking and prioritising
- Experience of having to react to the unexpected and adapt quickly
- Ability to keep calm under pressure
- Problem-solving and analytical skills
- Passion for WHC's vision and culture
- Proficient in Microsoft Office applications

Desirable

- Self-motivated
- Keen networker
- Flexibility/adaptability to changing business needs
- Interest in local history and heritage
- Thirst to learn
- Ability to identify new opportunities
- Driving licence and use of own vehicle
- First Aid at Work training
- Fire Marshal training
- Knowledge of the National Occupational Standards (NOS) for UK Harbour Masters
- Port Facility Security Officer (PFSO) training and security clearance
- Hold, or be prepared to study for, a UK Harbour Masters Association qualification

Headline terms & conditions

Contract: Permanent full-time role

Salary: £45k - £50k, depending on experience

Hours: 35 hours per week

Annual leave: 25 days plus all statutory bank holidays

Pension: WHC operates an auto-enrolment pension scheme through Nest

Notice period: Three full calendar months

Probation period: Six months (during which the notice period on either side will be one month)

Working arrangements: WHC is a seven-day operation and most full-time employees work five days a week with one-hour unpaid lunch break per day. Some weekend and evening work may be required, with some weeks involving the post-holder working more than 35 hours and awarded time off in lieu (TOIL).

WHC is responsive to flexible working requests and will take a collaborative approach to finding the right solution for the individual and the organisation. In exceptional circumstances, we may consider reducing elements of the role and cutting back the number of working hours.

Location: This post is based above The Rum Story in Whitehaven and around the harbour estate. However, there may be opportunities for travel outside of the area.

Additional employee benefits: Staff discount in The Rum Story shop; free parking on WHC car parks.

How to apply

Please send a CV and covering letter to our CEO Deanne Shallcross at Whitehaven Harbour Commissioners, 27 Lowther Street, Whitehaven, CA28 7DN or email deanne@whitehavenhc.org.uk

Deadline: 4pm on Wednesday 11th December 2024.

Interviews: Date and time TBC, at Whitehaven Harbour Commissioners' office above The Rum Story, in Whitehaven town centre. Due to the time of year, requests for online interviews will be considered for the first round. If chosen for second interviews, candidates must be prepared to attend in person.

Equal opportunities statement: WHC/The Rum Story are committed to promoting equal opportunities in employment. All job applicants receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

We are required by law to ensure all employees are entitled to work in the UK. Prospective employees, regardless of nationality, must be able to produce original documents before employment starts, to satisfy current immigration legislation.